San Francisco carpet tile warranty

This warranty is given to the original purchaser of the carpet tiles.

Our product comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a full replacement if the goods fail to be of acceptable quality as deemed by the manufacturer.

This warranty is not transferable and is for a period of 15 years from the date of installation.

This warranty only covers use of the carpet tiles inside a home.

If within the 15 years any of the following occur;

- The surface pile of the carpet tile is reduced by more than 25% by weight of face fibre
- The backing of the tile delaminates from the surface pile
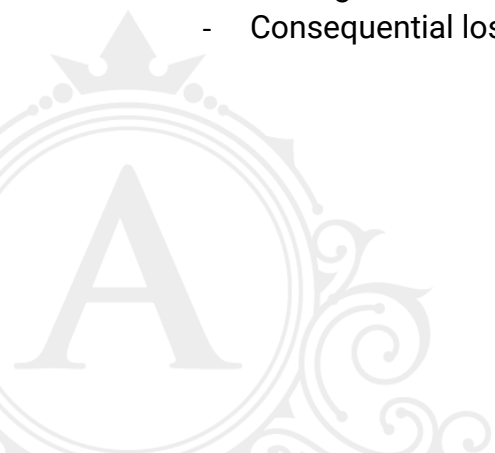- The tile suffers from zippering or yarn running

We will choose whether to repair the defective area or supply you with enough replacement carpet tiles to replace the defective or faulty area of carpet tiles. We will not cover the costs of removing the defective or faulty carpet tiles including installation costs.

This warranty does not cover damage or failure caused by failure to;

- Install the carpet tiles in accordance with AS 2455.1-2007
- Properly maintain the carpet as per the carpet and maintenance guide

This warranty does not cover;

- Damage caused by misuse of the carpet tiles
- Tiles installed on stairs
- Damage of failure caused by neglect or negligence; or
- Consequential loss.

If you want to make a claim under this warranty you must contact us in writing stating:

- When you bought the carpet
- Who you bought it from
- Who installed it; and
- Details of the Alleged fault or defect

You must also provide us with your contact details and proof or purchase (a receipt of invoice)

We will then contact you and you will need to give us access to the place where the carpet is installed so that we can inspect the alleged fault or defect.

Once we have inspected the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty and in addition to other rights and remedies available to you under the Australian Consumer Law.